

Patent  
Attorney Docket No. Old: GEM-30834  
New: GEMS8081.022

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of : Kennedy, Ronald G.  
Serial No. : 09/474,418  
Filed : December 29, 1999  
For : System and Method For Remote Servicing  
of In-Field Product  
Group Art No. : 2143  
Examiner : Vaughn, W.

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**JAN 25 2005**

**CERTIFICATION UNDER 37 CFR 1.8(a) and 1.10**

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Date: 1-25-05

*Ken A. Jordan*  
Signature

Commissioner for Patents  
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**RESPONSE TO OFFICE ACTION MAILED DECEMBER 2, 2004**

Dear Sir:

Responsive to the Office Action mailed December 2, 2004, please consider the following: